

# Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

## **OPERATIONAL DIRECTIVE**

FRWDB OD # 06-08 Revision E

Date Released: July 1, 2021

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: July 1, 2021

Subject: Technology and Facilities Support

Applicable Program: All

Revision History: Initial Release – 12/4/08, Rev B – 3/1/13; Rev C – 3/6/14; Rev D – 7/15/15

This Revision E updates the overall process and adds Help Desk Request instructions.

### **Facility and Technology Support**

The Workforce Connection Help Desk is the focal point for all facility and technology related requests. This includes but is not limited to lost or new ID badges, lighting or plumbing issues, etc. for facilities and problems with personal computers (PCs), telephones, email, etc. for technology. The requestor will submit a request utilizing Workforce Connection's Help Desk application. The application will create a work order trouble ticket and route the ticket to the appropriate personnel to resolve. After the work order trouble ticket has been closed, the support desk will notify the requestor via email that the work order trouble ticket has been completed or closed.

If the request is an emergency and requires immediate assistance, the requestor is to call the Support Desk at (559) 230-4444.

Instructions on how to create a work order ticket is located can be found, beginning on Page 2.

### **New and Departing Staff (AJCC locations only)**

Each Provider of Service will utilize the Workforce Connection Help Desk application for any staffing related requests such as new or departing employees. The support desk application has a help request type labeled "HR – Employees" with additional sub-categories to select depending on the need. The "HR-Employee" request type will only appear as a category if you are authorized by your organization to do so. Instructions on how to submit this type of work order will be sent to authorized personnel.

**CalJOBS User ID's for New and Departing Staff (Young Adult System only)**

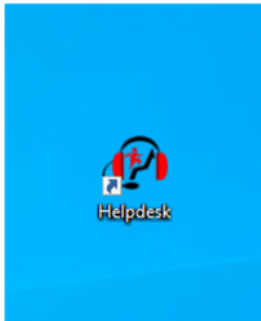
Youth providers are to email the Workforce Connection Help Desk at [helpdesk@workforce-connection.com](mailto:helpdesk@workforce-connection.com) for both new and departing staff for all user IDs including CalJOBS, I-Train, Aztec, ACT Curriculum, WorkKeys, CASAS, and IMAGO as needed. The email needs to contain:

- Agency Name
- Full Name (First and Last)
- Job Title
- Phone Number
- E-mail Address
- Starting or Departing Date

If the request is an emergency and requires immediate assistance, the requestor is to call the Support Desk at (559) 230-4444.

## How to Create a Help Desk Work Order Trouble Ticket

1. Locate the Help Desk icon on your desktop and click to open the application.



2. Login into the Help Desk application with your email and network password.



3. Create a new Help Desk Ticket by using the drop-down menu.

The screenshot shows the 'Workforce Help Desk' interface. At the top left is the logo for 'Fresno Regional WDB Workforce Connection'. To the right of the logo are navigation buttons: 'Request', 'History', 'FAQs', 'Messages', and 'Profile'. Below this is the 'Help Request' form. It contains a 'Request Type' dropdown menu, a 'Subject' text input field, a 'Request Detail' text area with a vertical scrollbar, and a 'Department' dropdown menu.

4. Fill in the requested information for each box

- Request Type
- Subject
- Request Detail
- Location
- Room
- Attachments of Files or Photo if needed
- Department if it applies to the location

#### Help Request

The screenshot shows the 'Help Request' form with the following fields filled out: 'Request Type' is set to 'IT Support' and 'Computer/Laptop'; 'Instructions' is 'Describe Problem or Request'; 'Request Detail' contains the word 'Example'; 'Location\*' is 'Manchester'; 'Room\*' has 'Cubicle/Office' selected; 'Attachments' has an 'Add File' button; and 'Department' is 'Manchester'.

5. Click the save button, this will create the Help Desk work order ticket and the application will dispatch the work order to the IT Department or the General Services Department.